

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: ADMINISTRATIVE ASSISTANT I
ADMINISTRATION DIVISION
PUBLIC WORKS DEPARTMENT

GENERAL STATEMENT OF JOB

Under regular supervision, performs a variety of routine to moderate complex administrative and secretarial work to support the operation of the Administration Division of the Public Works Department. Work involves answering telephones; responding to citizens' complaints, requests, and questions; explaining seasonal and year round programs; maintaining and updating databases; creating status reports; and maintaining daily contact with crews regarding Special Pickup and Mulch programs. Reports to the Director of Public Works.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Answers telephones; assists citizens with concerns; helps citizens who come to the counter.

Takes requests for special pickup both in person or via the telephone or answering machine.

Maintains Special Pickup database by creating records for Special Pickup requests and entering data when completed.

Compiles daily, monthly, and yearly reports for Special Pickups and for mulch requests.

Tracks progress and responds to delinquent addresses that are dumping on the right of way both during and after the Special Pickup Program.

Takes requests for mulch orders via in person, the telephone, or the answering machine.

Maintains mulch database by creating records for request for mulch and entering data when completed.

Maintains daily contact with Supervisors as to be updated on progress.

Handles requests, questions, and complaints from citizens.

Maintains complaint database by creating records for requests, questions, complaints, etc. and entering data when complete.

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Files complaints accordingly.

Creates and maintains files.

Writes work orders for interdepartmental work; files accordingly when completed.

Opens, sorts, and distributes incoming mail.

Maintains street card database by entering permit numbers for building permits and contract numbers for water and sewer contracts.

Compiles weekly and monthly reports on sewer flowcharts.

Retrieves and copies house surveys for citizens.

Prepares files for storage and microfilming.

Keeps track of supplies; orders accordingly.

Calls in emergency and non-emergency requests for Miss Utility mark ups; follows through with the progress.

Receives and/or reviews various records and reports such as citizen complaints, status reports from crews, reported work completed, Fairfax County updates, and plumbing permits.

Prepares and/or processes various records and reports such as Special Pickup tickets and reports, mulch tickets and reports, complaints, sewer flow reports, and street rate report.

Refers to Special Pickup database, mulch database, complaint database, street cards database, experience of others, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as fax machine, telephone, radio, copy machine, scanner, computer, printer, etc.

Uses a variety of tools such as calculator, stapler, hole puncher, etc.; a variety of supplies such as writing instruments, paper, general office supplies, etc.; and a variety of computer software such as Microsoft Word, Microsoft Excel, Microsoft Access, P.I.M.S., Foreman, etc.

Interacts and communicates with various groups and individuals such as the Administrative Assistant II, Supervisors, Mayor and Council, co-workers, contractors, plumbers, and the general public.

ADDITIONAL JOB FUNCTIONS

Fills in for Administrative Assistant II in his/her absence.

Writes receipts for street cut permits.

Reviews documents; writes receipts for Erosion and Siltation bonds.

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Determines water fees.

Reviews payroll.

Answers rudimentary questions regarding grading plans.

Maps and determines downstream inverts.

Prepares public facilities checklist.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs other duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent with one to two years of experience in administrative or clerical work; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated machines including telephone, computer, copier, calculator, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking or standing for brief periods of time.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes the receiving of information and instructions from the supervisor.

Language Ability: Requires the ability to read a variety of documents, reports, etc. Requires the ability to prepare typed letters, annual reports, monthly reports, permits, time sheets, requisitions, schedules, forms, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Must be able to speak with poise, voice control, and confidence and to articulate information to others.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract

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and concrete variables; to listen critically to customers and to think creatively for satisfactory solutions and responses.

Verbal Aptitude: Requires the ability to record and deliver information and to follow verbal and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including engineering, mechanics, electrical, and other terminology.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, and to determine time. Must be able to use practical applications of fractions, percentages, ratio, and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes in using automated office equipment; requires ambulatory coordination for field visits.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Has the ability to deal with people beyond giving and receiving instructions. The worker needs to relate to people in situations involving more than receiving instructions. Must be adaptable to performing in and outside the normal office environment and in situations where irate customers may demand assistance when confronted with an emergency or other concern.

Physical Communication: Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of the Administration Division of the Public Works Department as they pertain to the performance of duties of the Administrative Assistant I. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Has thorough knowledge of the principles, practices, goals, and programs of the department. Has knowledge of requirements of regulatory permits issued through the department. Has knowledge of industry standards and specifications. Is able to use independent judgment in some non-routine situations. Is capable of applying common sense understanding to perform tasks that frequently change. Is able to communicate effectively with supervisors, co-workers, members of the general public, and all other groups and agencies involved in the activities of the department. Is able to perform duties in a courteous manner and to communicate tactfully with members of the general public in difficult situations, which may arise. Is able to compile, prepare, and maintain an assortment of records, reports, and forms in an effective manner. Has considerable knowledge of modern office practices, procedures, equipment and standard clerical techniques including knowledge of popular computer-driven word processing, spreadsheet, and file maintenance programs. Has

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considerable knowledge of arithmetic, spelling, punctuation and format, and its uses in general office work. Is skilled in the operation of popular office machines, including computer-driven word processing, spreadsheet and file maintenance programs. Is able to research program documents and narrative materials, and to compile reports from information gathered. Is able to prepare clear and concise letters of correspondence. Is capable of performing duties while working with constant daily interruptions. Has the mathematical ability to handle required calculations. Has foresight as needed in the preparation and planning of short-term schedules and activities. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Is able to prioritize work assignments and to complete such duties in a timely manner under deadline. Has good organizational, technical, and human relations skills. Has knowledge of how to utilize and maintain a variety of office equipment as necessary in the performance of daily activities. Has comprehensive knowledge of the terminology and various professional languages used within the department. Has good working knowledge of office procedures and methods as required in the performance of duties.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interface with all Town departments and divisions, co-workers and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends work regularly and on time with a minimum of tardiness and absences and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction. Conveys initiative and enthusiasm to others. Anticipates potential problems and needs and recommends or initiates appropriate preventive or corrective action.

Judgment: Exercises analytical judgments in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the Town and personally demonstrate a cooperative and collegial attitude.

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Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events. Is sensitive to work schedules of others.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.